

Model Reference Behaviors

Checklist for Peers & Supervisors

The purpose of this list is to help you reinforce what you've learned from the MRB class. One of the best ways to do this is have your co-workers or supervisors watch you "in action" and give you feedback. With practice, you'll find that these behaviors become more and more automatic!

Observer: There are three columns next to each behavior labeled "Start, Stop & Continue". Give your person feedback in these terms.

Some examples:

- Start, "I would like to see you smile more with each customer"
- Stop, "Be careful not to point"
- Continue, "Good paraphrasing of the question"

This checklist is intended to be a positive and constructive means to give others feedback about their observed model reference behaviors. Please keep this in mind when writing comments. You are not required to fill out every box on the back of this form; instead, consider highlighting those areas which you think most important for the "observee" to take into account. The "observee" should also be your observer as well so that you will appropriately model "**what good looks like**" with these behaviors.

On the **context** line, indicate the setting and nature of the transaction. Good examples include "reference help for a business person," or "reader's advisory for a third grader"

Supervisor: This tool should be used a minimum of four times within the first two months; ideally, it should be used by a peer and a supervisor. The new staff member should also use this tool to observe others' behaviors as well. Copies of the completed forms should be submitted to the Staff Development Manager within three months of employment.

You may also consider using this for any staff at any time to help reinforce the customer service behaviors that we expect. For current staff, submit within the same three month period.

Name: _____

Date: _____

Branch _____

Observer _____

Context _____

	Start	Stop	Continue
<i>Be Approachable</i> <ul style="list-style-type: none"> • Smile and use open body language • Make eye contact • Get on same level as the customer • Extend a friendly greeting 			
<i>Set the Customer at Ease</i> <ul style="list-style-type: none"> • Speak in a relaxed tone • Accompany customer to stacks, if possible 			
<i>Show Interest</i> <ul style="list-style-type: none"> • Give the customer full attention • Maintain eye contact 			
<i>Listen to the Customer</i> <ul style="list-style-type: none"> • Paraphrase back to the customer • Clarify areas which are unclear • Listen actively to the customer 			
<i>Probe and Verify</i> <ul style="list-style-type: none"> • Ask open questions • Probe for more specific information • Verify that your understanding of the question is correct 			
<i>Search for Answers</i> <ul style="list-style-type: none"> • Find answer in first source • Keep customer informed of search progress • Offer referral when appropriate 			
<i>Inform</i> <ul style="list-style-type: none"> • Speak clearly • Check to make sure that the answer is understood • Cite the source of the information 			
<i>Follow Up</i> <ul style="list-style-type: none"> • "Does this completely answer your question?" • "Is there anything else with which I can help you?" • Close the interview with tact 			